

# How to use... IT Verification Code Service

---

## What is it?

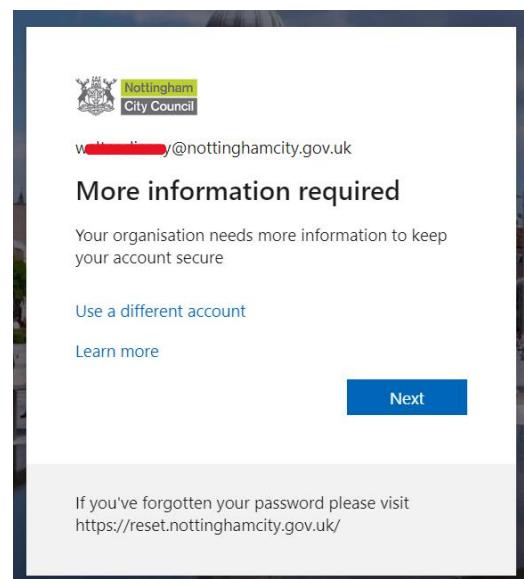
The IT Verification Code Service is a Multi Factor Authentication service from Microsoft which helps us to keep our network secure. It is a method used to confirm your identity by providing us with two pieces of evidence, in this case, your password and the passcode you receive to your phone or email. We use the system with Cisco Secure Client, the Remote Working Portal, Company Portal (for email access on tablets and phones) and all Office 365 resources being used remotely.

## What do I need to use it?

You will need a mobile phone or email address that will be accessible when you are working remotely to receive a passcode via text message, phone call, app notification or email. This can be a personal or corporate phone/email address.

## How do I register for it?

1. On a corporate Laptop, Desktop PC or RDS session go to <https://mysignins.microsoft.com/>
2. If you are a new starter/haven't registered before will greet you with the screen to the right:  
***If you are already registered, system should prompt you to login or select your corporate email address.***
3. Click on Next



4. You will then be prompted to register a phone number. Change the country to United Kingdom (+44) and enter your preferred mobile number in the box then click Next.

Keep your account secure

Phone

You can prove who you are by answering a call on your phone or receiving a code on your phone.

What phone number would you like to use?

Receive a code  
 Call me

Message and data rates may apply. Choosing Next means that you agree to the [Terms of service](#) and [Privacy and cookies statement](#).

[I want to set up a different method](#) [Skip setup](#)

5. The system will then send you a 6 digit code via text message to enter on the screen below. When entered, click Next

Keep your account secure

Phone

We just sent a 6 digit code to +44 0 ██████████. Enter the code below.

[I want to set up a different method](#) [Skip setup](#)

6. You should now see a screen advising that your phone has been registered. Click Next

Keep your account secure

Phone

Verification complete. Your phone has been registered.

[Skip setup](#)

7. There will be a “Success!” page that appears advising that your number has been set and to click Done

Keep your account secure

Success!

Great job! You have successfully set up your security info. Choose “Done” to continue signing in.

**Default sign-in method:**

Phone +44 0 ██████████

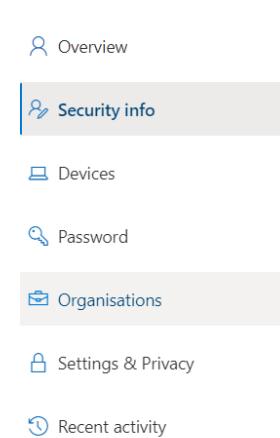
8. You are now registered and will now be logged into the My Sign-Ins Microsoft site. **From here you can set your default method of sign in (text message/phone call), change your authentication phone number or password.**

# How do I change the registered number?

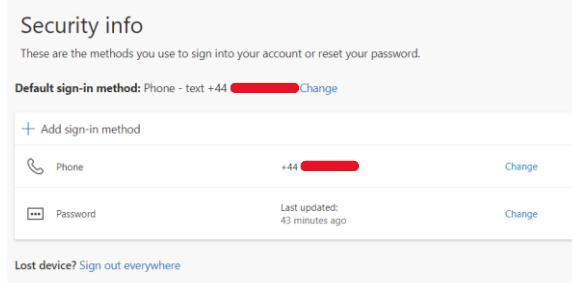
1. On any internet connected device go to <https://mysignins.microsoft.com/>
2. Log into the system using your corporate email address and password
  - a If you are in the office, you will only need to select your corporate email address and it should log you in automatically
  - b If out of the office, you will be asked to login using your corporate email address and password. You will then be prompted to authenticate via the method you are registered for e.g. text code, phone call, app notification, email.

***If this method is no-longer accessible, please contact the IT Service Desk***

3. Once you have logged in, Click on Security Info from the list on the left



4. Click on "Change" next to the phone section



5. You will then be presented with the box to the right, Change the location to United Kingdom (+44) and enter your new number in the box. Click on Next  
**You will need to enter your phone number without the 0 at the start.**



6. Complete the Captcha code



7. You will then be prompted to verify the new number via a text message or phone call

8. Once Verified, you will get a confirmation message that your number has been updated.

## How do I add a method of authentication?

1. On any internet connected device go to <https://mysignins.microsoft.com/>
2. Log into the system using your corporate email address and password
  - a If you are in the office, you will only need to select your corporate email address and it should log you in automatically
  - b If out of the office, you will be asked to login using your corporate email address and password. You will then be prompted to authenticate via the method you are registered for e.g. text code, phone call, app notification, email.

**If this method is no-longer accessible, please contact the IT Service Desk.**
3. Once you have logged in, Click on Security Info from the list on the left
4. Click on Add sign-in method
5. From the drop-down menu, select the method you wish to add
6. Follow the guidance on screen.
7. Once added to your list of sign-in methods follow the instructions below on how to change the default method of authentication

## How do I change the method of authentication?

1. On any internet connected device go to <https://mysignins.microsoft.com/>
2. Log into the system using your corporate email address and password
  - a If you are in the office, you will only need to select your corporate email address and it should log you in automatically
  - b If out of the office, you will be asked to login using your corporate email address and password. You will then be prompted to authenticate via the method you are registered for e.g. text code, phone call, app notification, email.

**If this method is no-longer accessible, please contact the IT Service Desk**
3. Once you have logged in, Click on Security Info from the list on the left
4. Click on Change Next to the Default sign-in method
5. From the drop-down menu select your preferred method and click on confirm
6. You will then get a confirmation message to say that it has been updated in the top right corner